



Cyber Resilience: How a Credit Union Strengthened Security for Hybrid Employees with a Ransomware Impact Analysis

In the ever-evolving landscape of cybersecurity threats, proactive measures are essential for protecting sensitive financial data. For one forward-thinking credit union, partnering with Agility Recovery to conduct a Ransomware Impact Analysis (RIA) uncovered critical vulnerabilities in their hybrid work model and led to a comprehensive security overhaul. This success story highlights the steps taken and the positive outcomes achieved, showcasing the value of a robust RIA in safeguarding operations and ensuring business continuity.

The Challenge: Unseen Vulnerabilities in Home Offices

With the rise of hybrid work environments, the credit union, like many organizations, faced new cybersecurity challenges. While their main office was fortified with strong security measures, the home offices of their hybrid employees posed a significant, yet overlooked, vulnerability. Despite using virtual private networks (VPNs) and antivirus software, the RIA conducted with Agility Recovery revealed that many home office setups lacked comprehensive protection against sophisticated ransomware attacks.

The RIA Process: Identifying Critical Gaps

The Ransomware Impact Analysis involved a thorough assessment of the credit union's entire IT infrastructure, focusing on both the central office and remote work environments. Key findings included:

1. **Inadequate Endpoint Security:** Many hybrid employees were using personal devices without proper endpoint security, making them susceptible to malware and ransomware attacks.
2. **Weak Network Security:** Home Wi-Fi networks often lacked strong encryption and were vulnerable to breaches.
3. **Outdated Software and Systems:** Several remote workstations were running outdated software, increasing the risk of exploitation by cybercriminals.
4. **Lack of Awareness and Training:** Employees were not fully aware of best practices for cybersecurity in a home office setting, leading to risky behaviors.



The Solution: Implementing Comprehensive Protections

Armed with the insights from the RIA, the credit union collaborated with Agility Recovery to implement a multi-faceted security enhancement plan. This included:

1. **Enhanced Endpoint Protection:** Deploying enterprise-grade endpoint security solutions on all devices used for work, ensuring robust protection against malware and ransomware.
2. **Securing Home Networks:** Providing employees with guidelines and tools to secure their home Wi-Fi networks, including router configuration tips and recommendations for strong passwords and encryption settings.
3. **Regular Software Updates:** Establishing a policy for regular updates and patches to all systems and applications, ensuring that vulnerabilities were promptly addressed.
4. **Cybersecurity Training:** Conducting comprehensive training sessions to educate employees about the importance of cybersecurity, safe browsing practices, and how to recognize phishing attempts and other cyber threats.
5. **Secure Backup Power & Connectivity:** With more employees working engaging in remote work, the credit union enhanced their remote resilience with portable backup power and connectivity units. This solution would not only protect employees from cyber threats when they worked from home or another location, it would also ensure that regional power outages would not impact employees' productivity at home.

The Results: A More Resilient & Secure Hybrid Workforce

The impact of these measures was immediate and profound. The credit union reported several key outcomes:

1. **Reduced Vulnerabilities:** The implementation of endpoint protection and secure home networks significantly reduced the vulnerabilities in their hybrid work model.
2. **Increased Awareness:** Employees became more vigilant and knowledgeable about cybersecurity best practices, leading to safer behaviors both at work and at home.
3. **Enhanced Incident Response:** With a stronger security posture, the credit union was better prepared to detect and respond to potential ransomware attacks, minimizing the risk of significant disruptions.
4. **Improved Confidence:** The credit union's leadership and IT teams expressed increased confidence in their ability to maintain business continuity and protect sensitive data, even in a hybrid work environment.



Get Started: Proactive Measures for Long-Term Success

This success story illustrates the critical importance of conducting a Ransomware Impact Analysis, especially in today's hybrid work environment. By partnering with Agility Recovery, the credit union was able to identify and address significant vulnerabilities, ensuring that their employees' home offices were as secure as their central office. The proactive steps taken not only enhanced their overall security posture but also reinforced their commitment to protecting their members' financial information.

Talk to an Agility expert today about how your credit union can use RIA insights and tools to safeguard operations and protect critical systems from emerging cyber threats.